



NEWS FROM THE PRACTICE

By Dr Chas Thenuwara, Senior Partner



INTRODUCTION

The last few years have been very challenging for General Practice. Davenport House has inevitably been affected by COVID and the demands it has taken on Staff. Retaining and recruiting Staff of the high quality we expect is challenging. However, we have been working hard behind the scenes where I am very excited about the new team we are building and the potential we have to continue to deliver high standards of care. Here are some of the changes so far:

1) Practice Management

We have recruited a very experienced Practice Manager, **Adarsh Mehta**, who has been working in the local area and will be starting on the 15 December.

Adarsh will be providing an interface between partners, clinical and non-clinical staff, patients and the NHS in delivering excellence in primary care. He holds a degree in International Business and has previous experience in Practice Management and management of group pharmacies which will be a great asset to the Surgery. He is experienced in performing all aspects of the practice which includes finance, human resources, complaints and service development.

We also have recruited a very experienced Assistant Practice Manager, **Shereen Conte-Jones**. This is a new role for Shereen, who has had previous admin experience of working in General Practice. She will be supporting Adarsh in his role as Practice Manager and all that comes with providing business support to the Partners, with particular focus on target related tasks, including Clinical Care and patient outcomes. She has also been supporting the Practice with complaint handing and HR, where she enjoys providing that personal approach between GP's and Patients. This includes helping patients and advising them of when their review is due and informing them of the services that the Surgery is currently offering such as flu and covid vaccinations.

2) Doctors

Dr Bagga is currently on paternity leave until April so we have been managing with locums and additional sessions. However, we have now recruited an experienced salaried doctor, **Dr Rizwan Dewji**, who started on Friday 18 November to add to our capacity. In addition, **Dr Yasotharan** returned from shoulder surgery during the week commencing Monday 14 November.

As previously advised **Dr Munawar Choudhuri** is a partner who joined recently. He qualified from University College London in 2003, with an additional Bachelor's degree with Honours in Medical Microbiology during his MBBS. His qualifications include MBBS, BSc (Hons), MRCGP. He is also a qualified trainer, holding the Post Graduate Certificate in Medical Education. He grew up in North London where he completed his GP Training. He moved to St Albans in 2014 as a GP Partner until joining the Davenport House team in June 2022. Dr Choudhuri has a keen interest in Diabetes and is currently developing a Diabetes Lifestyle Coaching scheme being piloted in the local area. He lives with his wife and four children, and his hobbies include cooking, football and running.

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3) Two New Salaried Doctors

Dr Isobel Lomax qualified from Edinburgh University in 2008. She completed her GP training in Kingston-upon-Thames in 2013, and since then has been working in South West London. Her clinical interests include women's health, contraception and menopause care. She can advise on, and fit coils and contraceptive implants. Her qualifications include MBChB, MRCGP, DCH, DFRSH, and DRCOG. She is married with two daughters and lives in Hitchin, and in her spare time enjoys climbing, swimming and spending time with family and friends.

Dr Carolyn Maton, after studying medicine at Cambridge, qualified as a GP on the West Herts VTS scheme in 2011. She was a partner at a busy teaching practice in St Albans for just under 9 years, leaving in 2021 to focus on family and other interests. Her qualifications are MA (Cantab), MB BChir, DFRSH, DRCOG, MRCGP, Health & Medical Ed PgDip. She has a special interest in women's health, contraception, HRT and medical anthropology. In addition to enjoying family activities, Dr Maton is a keen musician and enjoys painting and baking.

4) Primary Care Network (PCN)

The PCN constitutes Davenport House, The Elms and The Village Surgeries coming closer together to work at scale and share expert clinicians for the benefit of patients.

We have many new members of staff from the PCN helping to see patients with the following roles undertaken at Davenport House. It's important to remember that all new PCN staff are experienced clinicians. If you see them and they have any concerns they will have a supervising Doctor with whom to discuss cases. Reception staff are trained only to refer to these clinicians if clinically appropriate.

Luke Hindmarch- Paramedic : Minor Illness Clinic on a **Thursday** - dealing with Minor Illnesses; Acute Abdominal Pain, Bites and Stings, Chest Infections, Coughs, Colds, Diarrhoea and Vomiting, Fainting, Hayfever, Minor Rashes and Skin Infections, Sinusitis, Sore Throat and UTI's.

Redhwana Begum and Dina Usmanova - Physician Associates: Long term condition care - review and management; Hypertension, COPD. Minor Presentations; Minor Illness; Contraception.

Zoe Tranter - Physician Associate: Long term condition care - review and management; Asthma

Rachel Solanki ,Minal Patel + Reana Ali - Clinical Pharmacists : Structured Medication Reviews, Diabetic Reviews, Care Home Reviews .

Dawn Harrington - Dietitian : For GPs to refer to for the following conditions; Newly Diagnosed Type 2 Diabetes, Irritable Bowel Syndrome, Disease Related Malnutrition and New Diagnosis of Pre-Diabetes

Lisa Simmonds+ Miranda Lyell- First Contact Physiotherapists : highly specialist MSK physiotherapists who have experience of orthopaedic MSK assessment clinics and a thorough understanding of the management of MSK and orthopaedic conditions in secondary care. The FCP work directly in GP practices to assess and manage patients with MSK conditions for patients over the age of 16, with muscle, joint or ligament pain or with a mechanical MSK condition. Lisa has a clinic on a **Monday** at Davenport House and Miranda has a clinic on a **Tuesday** at Davenport House.

Elizabeth Winston - Social Prescribing Link Worker : Dealing with Referrals to specialist services such as: Respite Care, Paperwork Support and Blue-Badge Applications, Money Advice, Life Coaching, Housing Repair, Pest Control and Decluttering Services, Food and Clothing Referrals, and Equipment and Wheelchairs.

Patricia Martins - Mental Health Practitioner: provide local and timely Mental Health Advice, Assessment, information and Interventions for Patients over 17 years old. To arrange an appointment, please contact the Surgery Reception Team.

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Natasha Cunningham - Health & Wellbeing Coach : focused on helping patients to feel more empowered to make positive health and lifestyle choices, using a person centred, motivational, approach. Currently working on a Weight Management service, for a select group of patients.

Helen Cruickshanks - Advanced Clinical Practitioner: She is seeing more acute patients.

The Community Pharmacy Referral Service is another service we are now utilising where minor ailments such as red eye, constipation, for example, can be dealt with via this service linked to the Practice

All of these staff ensure that we have extra capacity to deal with the increasing pressures on General Practice resulting from population growth and ageing.

5) Reception

We are currently in the process of recruiting a Reception Manager. This will help modernise the reception, where we are looking at ways of improving the patient experience, including online services and more efficient triage so that patients are not holding on for a long time on the phone.

SUMMARY—THE GOOD NEWS

We are delighted to be expanding the clinicians available at Davenport House, which should ensure that our patients receive support in a timely manner relevant to their condition and needs.

Copies of all the Friends of Davenport House bulletins and updates are available on the web site:

www.friendsdavenporthouse.org.uk

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